

Youth and Parent Perception of Quality and Appropriateness by RSN

AOperational Definition: Percentage of youth and parents/caregivers agreeing or strongly agreeing with the items on the MHSIP Youth/Family Survey - Quality and Appropriateness Scale by RSN.

Rationale for Use: Research suggests that a positive therapeutic relationship between mental health consumers and mental health service providers results in more positive outcomes. Sensitivity to and respect for the consumer; collaboration between the consumer and the mental health provider, consumers' perceptions of competent staff, and good quality of care contribute to a consumer's willingness to remain in treatment.

Operational Measures: The percentage of youth and parents/caregivers with an average score greater than 3.5 (agree/strongly agree) on items 27, 29, 30, & 31 on the MHSIP Youth or Family Survey by RSN.

- ◆ Four items are used in the Quality and Appropriateness of Services Scale :
 - ◇ (27) Staff treated me with respect;
 - ◇ (29) Staff respected my family's religious/spiritual beliefs;
 - ◇ (30) Staff spoke with me in a way that I understood;
 - ◇ (31) Staff were sensitive to my cultural/ethnic background.

Formula:

Take the average of items 27, 29, 30, 31

Number of respondents with an average score within respective ranges
on item 27, 29, 30, 31 by RSN

Number of respondents to the survey by RSN

Discussion: This indicator shows youth and parent/caregiver perceptions of the quality and appropriateness of services. For FY05, the overall agreement rate was 86.4% and agreement rates varied by RSN from a low of 77% to a high of 100%. These results are similar to Statewide results found in the Fiscal Years 2001 and 2003 surveys.

Data Notes:

- ◆ Data Source is MHSIP Youth or Family Survey.
- ◆ The MHSIP Youth or Family Survey is a confidential, self-reported measure conducted every other year.
- ◆ Youth 13 through 21 years of age fill out the Youth Survey. For child/youth less than 13 years of age their parent/caregiver completes the Family Survey.
- ◆ Trained consumer telephone interviewers conducted the survey using a CATI system.
- ◆ Copies of the report and toolkits are available from: MHD's website:
(<http://www1.dshs.wa.gov/Mentalhealth/>) or The Washington Institute's Webpage
(<http://depts.washington.edu/wimirt/Publications.htm>).

The scales used to construct this indicator are based on the most recent MHSIP survey workgroup recommendations. The scale differs from the scale used in the Perceptions of Mental Health Services – 2004 Adult Consumer Survey report.

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Quality VI.A

Calc. SPSS 07/27/05

RSN	Youth and Parent/Caregiver Perception				Youth and Parent/Caregiver Perception			
	FY03				FY05			
	Total	Strongly Disagree/ Disagree %	Undecided %	Strongly Agree/ Agree FY03 %	Total	Strongly Disagree/ Disagree %	Undecided %	Strongly Agree/ Agree FY05 %
Northeast	12	0.0%	33.3%	66.7%	14	0.0%	7.1%	92.9%
Grays Harbor	25	0.0%	8.0%	92.0%	21	4.8%	14.3%	81.0%
Timberlands	27	3.7%	11.1%	85.2%	27	3.7%	7.4%	88.9%
Southwest	37	13.5%	13.5%	73.0%	35	5.7%	17.1%	77.1%
Chelan / Douglas	30	0.0%	6.7%	93.3%	21	0.0%	0.0%	100.0%
North Central	27	0.0%	14.8%	85.2%	38	0.0%	10.5%	89.5%
Thurston / Mason	61	6.6%	9.8%	83.6%	43	0.0%	4.7%	95.3%
Clark	89	5.6%	10.1%	84.3%	86	0.0%	11.6%	88.4%
Peninsula	49	0.0%	16.3%	83.7%	50	2.0%	16.0%	82.0%
Spokane	133	3.8%	12.8%	83.5%	93	1.1%	15.1%	83.9%
Greater Columbia	156	0.6%	12.8%	86.5%	146	2.1%	8.2%	89.7%
Pierce	161	1.2%	8.7%	90.1%	63	1.6%	15.9%	82.5%
North Sound	232	0.9%	11.6%	87.5%	188	1.6%	11.7%	86.7%
King	272	1.8%	10.7%	87.5%	235	0.9%	14.9%	84.3%
Statewide	1,311	2.3%	11.4%	86.3%	1,060	1.4%	12.2%	86.4%

